

ABSTRACT OF DISCLOSURE

An automated call routing system accesses and employs information stored in a database located on a data network. Switching points within a Public Switch Telephone Network (PSTN) identify the telephone numbers, i.e. destination addresses received. The destination address may be associated with subscribers and, if so, a search may be initiated over the data network in a database included in a website. Once the information associated with the subscriber is located in the database, the PSTN will retrieve the information, the incoming call may be routed. The automated call routing information stored in the database may also be accessible to the subscriber over a connection established through a data network. Various interactive screen displays are provided through which the subscriber may enter or amend information contained therein.

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